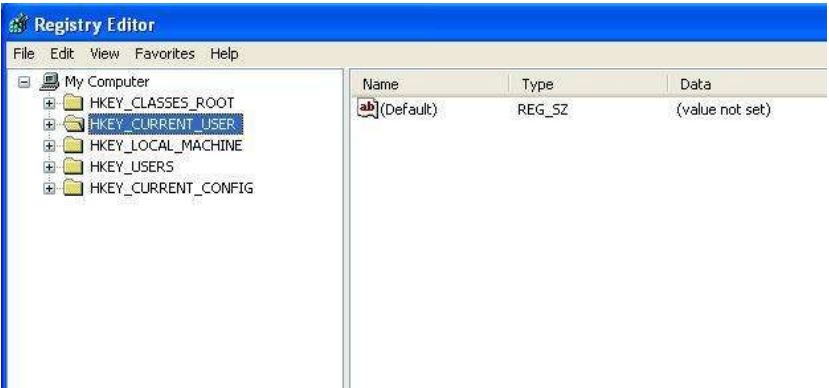
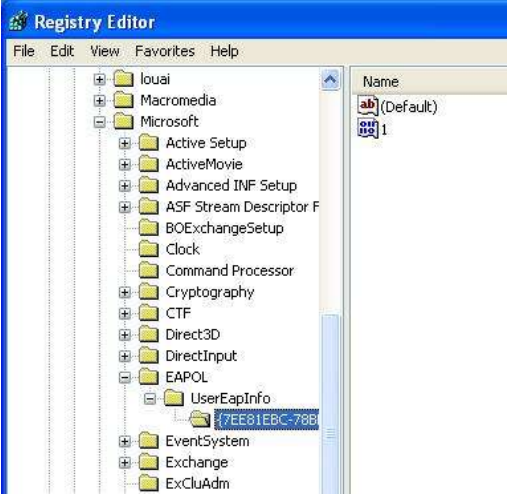
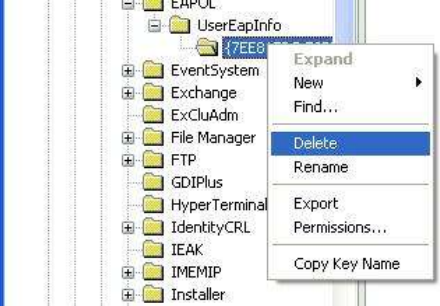


## Deleting Cached Credentials in Windows

\*\*For the use of troubleshooting login problems on the wireless network related to password changes\*\*

Part of the Windows configuration for using the Etown wireless network is to “Automatically use my Windows logon name and password” for the simplification of use. Without this, because of the level of encryption on the wireless network, users would need to login to Windows and then login again when connecting to the wireless network. If a user is logged into Windows and changes their password over the wired network, this setting can cause cached credentials to be used in order to authenticate and will result in users being unable to connect to the wireless network.

The Windows registry stores these credentials and they can be removed in order to alleviate a login problem with the wireless network. **Modifying the registry should be handled very carefully to avoid permanent system mis-configuration.**

1.	Click Start   Run.	
2.	Type “regedit.”	
3.	<p>Open the string HKEY_CURRENT_USER\Software\Microsoft\EAPOL\UserEapInfo</p> <p>The ID string underneath UserEapInfo is the key to delete when removing cached credentials.</p>	
4.	Right-click the string and choose Delete.	
5.	Close Registry Editor.	